

IMPORTANT NOTICE REQUIRING IMMEDIATE ATTENTION

**MENVEO® Meningococcal (Groups A, C, Y and W-135) Oligosaccharide
Diphtheria CRM-197 Conjugate Vaccine
NDC: 46028-208-01**

RE: Notification of Voluntary Market Recall of MENVEO lot # M12118

July 3, 2013

Dear Customer:

I wish to inform you that Novartis Vaccines is implementing a voluntary market recall of one lot of MENVEO® Meningococcal (Groups A, C, Y and W-135) Oligosaccharide Diphtheria CRM-197 Conjugate Vaccine. This precautionary and voluntary action is being taken following observation of higher-than-specified levels of residual moisture within the lyophilized MenA component vial in the lot noted below. This residual moisture content is not expected to impact product quality, but constitutes a deviation to registered specifications. All other aspects of this lot have met the required quality standards.

Novartis Vaccines is not aware of any safety issues that could arise due to higher moisture content. **It is important to note that no action is required for patients previously vaccinated with a dose from this lot.**

According to our records, you have either purchased doses of MENVEO directly from Novartis Vaccines or have been provided doses of MENVEO through your state or local immunization program.

We request that you check your inventory of MENVEO to determine if you have any product with the following lot number:

Lot # M12118 (Men A vial Lot # A12118 and Men CWY vial lot # X12118).

Only MENVEO vials with the above specified lot numbers are subject to this market recall; all other MENVEO lots are unaffected and may continue to be used.

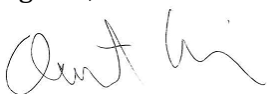
If you have doses on hand from this lot, please follow the steps outlined on the next page on how to manage the return of the affected product to Novartis Vaccines.

Novartis Vaccines has communicated about this voluntary and precautionary action with the U.S. Food and Drug Administration.

We appreciate your immediate attention to this notice and sincerely regret any inconvenience this has caused.

If you have any additional questions or concerns, please contact 1-877-NV-DIRECT (1-877-683-4732) and select option 3.

Regards,



Clement S. Lewin PhD MBA
Vice President, Head Medical Affairs and Immunization Policy
Novartis Vaccines

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Process to Return Doses/Boxes of MENVEO from Lot # M12118 Purchased from Novartis Vaccines

If you purchased doses of MENVEO directly from Novartis Vaccines, and have doses on hand from lot # M12118, please follow the steps outlined below in order to return this product free of charge to Novartis Vaccines to obtain an **invoice credit for replacement product**.

1. Verify that the product is labeled with the lot # M12118.
2. **Complete and return the enclosed Business Reply Card and indicate how many unused doses you have on hand that are impacted by this market recall. *Please complete this card even if you have no doses on hand.***
3. If you have doses on hand, please contact Novartis Vaccines Customer Service at 1-877-NV-DIRECT (1-877-683-4732). Select option 3 for a Return Goods Authorization (RGA) and follow instructions regarding return of the vaccine.
4. Use the enclosed UPS shipping label to return any unused doses. Please note that cold transport is **not required** for returned goods.

If you have any questions regarding this process, please contact Novartis Vaccines Customer Service at 1-877-NV-DIRECT (1-877-683-4732) and select option 3.

For any questions of a medical nature, please call Novartis Vaccines Medical Communications at 1-877-NV-DIRECT (1-877-683-4732) and select option 1.

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Process to Return Doses/Boxes of MENVEO from lot # M12118 Provided Through State or Local Immunization Programs

If you have been provided doses of MENVEO through your state or local immunization program and have doses on hand from lot # M12118, please follow the steps outlined below in order to return this product free of charge to Novartis Vaccines to obtain a **shipment of replacement product**.

1. Verify that the product is labeled with the lot # M12118.
2. **Complete and return the enclosed Business Reply Card and indicate how many unused doses you have on hand that are impacted by this market recall. *Please complete this card even if you have no doses on hand.***
3. If you have doses on hand, please contact Novartis Vaccines Customer Service at 1-877-NV-DIRECT (1-877-683-4732). Select option 3 for a Return Goods Authorization (RGA) and follow instructions regarding return of the vaccine. You will also be asked to provide the number of unused doses provided through your state or local immunization program so that a replacement shipment can be sent directly to you from Novartis Vaccines.
4. Use the enclosed UPS shipping label to return any unused doses. Please note that cold transport is **not required** for returned goods.

If you have any questions regarding this process, please contact Novartis Vaccines Customer Service at 1-877-NV-DIRECT (1-877-683-4732) and select option 3.

For any questions of a medical nature, please call Novartis Vaccines Medical Communications at 1-877-NV-DIRECT (1-877-683-4732) and select option 1.